



## Frequently Asked Questions

### Diaper Incontinence Supplies Program Transition From Binson Hospital Supplies to J & B Medical



Effective June 1, 2004, J & B Medical will replace Binson Hospital Supplies as the Diaper Incontinence Supplies (DIS) Program provider.

#### **WHAT IS THE DIS PROGRAM?**

The DIS Program is a volume purchase and mail order program for incontinence supplies, including catheters, diapers, blue pads, leg bags, etc.

#### **WHO IS AFFECTED BY THIS CHANGE?**

Beneficiaries who are eligible for the fee for service Medicaid Program and the CSHCS Program must use J & B Medical for their incontinence supplies.

#### **WHO IS NOT AFFECTED BY THIS CHANGE?**

Beneficiaries are exempt from the contract if they have the following coverages:

- Dually enrolled in Medicaid and Medicare (only for Medicare covered incontinent items)
- Enrolled in a Medicaid Health Plan, or CSHCS Special Health Plan
- Enrolled in either a commercial "fee-for-service" or HMO

#### **WILL THE BENEFICIARY NEED TO CONTACT J & B MEDICAL TO CONTINUE THE SERVICE?**

No. If the beneficiary is presently receiving products, they will continue to receive them without needing to call J & B Medical.

#### **WHEN WILL J & B MEDICAL BEGIN SHIPPING SUPPLIES?**

J & B Medical will begin shipping supplies on June 1, 2004. Beneficiaries will receive supplies 30 days from the date they received them in May.

#### **WILL BENEFICIARIES CONTINUE TO RECEIVE THEIR PRODUCTS AT THE SAME ADDRESS?**

Yes. J & B Medical will ship the products to the address to which products are presently being shipped.

#### **WILL BENEFICIARIES RECEIVE THE SAME PRODUCTS AS THEY RECEIVE NOW?**

Beneficiaries will receive the same products but some will receive a different brand. J & B Medical will provide beneficiaries with a brand that provides the same or better quality.

#### **WILL THERE BE A CHANGE IN CARRIER?**

Yes. J & B Medical will use Fed Ex rather than UPS.

#### **WILL THE BENEFICIARY NEED TO GET A NEW PRESCRIPTION?**

Only those prescriptions that expire on June 1, 2004 or later must be renewed. J & B Medical will be responsible for contacting physicians for renewal of prescriptions with end dates June 1, 2004 and later.

#### **WHO SHOULD THE BENEFICIARY CALL IF THEY HAVE CONCERNS OR QUESTIONS REGARDING THE APRIL AND MAY SHIPMENTS?**

Beneficiaries should call Binson Hospital Supplies at 1-800-566-6117 if they have questions or concerns regarding their April and May supplies.

#### **IF THE BENEFICIARY HAS CSHCS ONLY, WILL J & B MEDICAL BE ADDED AS A PROVIDER?**

Yes. This will be done internally within MDCH.

#### **WHEN CAN BENEFICIARIES CONTACT J & B MEDICAL FOR QUESTIONS ABOUT THEIR JUNE SUPPLIES?**

J & B Medical will be available to ask questions or assist beneficiaries with the transition on April 1, 2004. Their telephone number is 1-800-737-0045.

#### **WHAT IF THE BENEFICIARY DOES NOT LIKE THE PRODUCTS THAT THEY RECEIVE IN JUNE FROM J & B MEDICAL?**

The beneficiary should call J & B Medical at 1-800-737-0045.